

CLASSIFICATION: COUNTER CLERK I

Class Code: 2300-07

Date Established: 02-23-73

Occupational Code: 1-2-2

Date of Last Revision: 12-23-14

Exempt Status: Non-Exempt

BASIC PURPOSE: To perform counter work of a clerical nature involving the issuing of state licenses and registrations.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

- Receives applications for licenses, registrations, titles and various other permits and determines the amount to be charged for a particular type of license.
- Issues various licenses and registrations required by New Hampshire state law and updates applicant database.
- Verifies that all applicants meet standards as required by law.
- Prepares collection sheets indicating number of licenses sold; records daily sales transactions of sales and tabulates monies.
- Answers routine telephone inquiries on regulations and sends out requested information.
- Types office correspondence and maintains files of registrations.

DISTINGUISHING FACTORS:

Skill: Requires minimal skill in performing a series of routine procedures OR in operating equipment according to standardized instructions.

Knowledge: Requires understanding and using business or trades vocabulary or basic arithmetic to perform standard operating procedures.

Impact: Requires responsibility for contributing to agency objectives by ensuring the accuracy of support activities within one or more organizational units. Errors at this level affect the work of others or have measurable monetary consequences, and require verification and correction in order to complete succeeding work operations.

Supervision: Requires no supervision of employees or functions.

Working Conditions: Requires performing regular job functions in a controlled environment with minimal exposure to disagreeable job elements and little risk of hazard to physical or mental health.

Physical Demands: Requires light work, including continuous walking or operating simple equipment for extended periods of time as well as occasional strenuous activities such as reaching or bending.

Communication: Requires obtaining and exchanging information, referring inquiries to the appropriate source, or responding to questions from state employees or members of the general public.

Complexity: Requires a combination of job functions using minimal judgment to perform a variety of job tasks according to clearly prescribed standard practices and procedures.

Independent Action: Requires making a limited number of choices in selecting among alternative courses of action under supervisory guidance and in performing job functions according to a variety of prescribed policies or procedures.

MINIMUM QUALIFICATIONS:

Education: High school diploma or G.E.D. equivalent. Each additional year of approved formal education may be substituted for one year of required work experience.

Experience: Six months' experience in a position involving public contact work.

License/Certification: None required.

RECOMMENDED WORK TRAITS: Ability to learn the rules and regulations pertaining to the Department as they apply to the licensing of various positions. Ability to perform arithmetical computations with speed and accuracy. Ability to work while standing for long periods of time. Ability to communicate with the public in a courteous manner. Ability to establish and maintain harmonious relationships with other employees and the general public. Must be willing to maintain appearance appropriate to assigned duties and responsibilities as determined by the agency appointing authority.

DISCLAIMER STATEMENT: This class specification is descriptive of general duties and is not intended to list every specific function of this class title.